



## DIVISION OF REHABILITATION SERVICES

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June 15, 2017

Received & Inspected

JUN 20 2017

FCC Mailroom

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

### RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2017. Sprint, South Dakota's contracted provider, has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 20016 and May 31, 2017.
- Annual Complaint Log which includes complaints received between June 1, 2016 and May 31, 2017 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that Sprint's records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, Sprint will provide this information to the FCC concerning the number of interstate calls; however, Sprint will do so under seal since call volume information is proprietary and confidential. South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

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#### Non-Discrimination

The Department of Human Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of actual or perceived race, color, religion, national origin, sex, age, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in its programs, activities, or services. For more information about this policy or to file a Discrimination Complaint you may contact: Discrimination Coordinator, Legal Services, 3800 E. Hwy 34, c/o 500 E Capitol Ave., Pierre SD 57501. Phone: 605.773.5990. Email: [dhsinfo@state.sd.us](mailto:dhsinfo@state.sd.us).

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If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in cursive script, appearing to read "Eric Weiss".

Eric Weiss  
Division Director/DRS  
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet

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South Dakota Relay Service – June 1, 2016 through May 31<sup>st</sup>, 2017

1. Total Number of TRS/CapTel complaints: 1

Complaint Tracking for South Dakota (06/01/2016-05/31/2017). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/21/16	Customer stated that s/he stated that they placed another call. The Communications Assistant typed, "One moment, please" and never responded. Customer does not want a follow up.	06/21/16	The Assistant Supervisor apologized for the inconvenience this may have caused and assured the customer that this will be forwarded to the Communications Assistant's respective supervisor. The Communications Assistant does not remember the call; however, the Communications Assistant was coached on remaining focused and alert and to report any technical issues that may occur on calls.